



Communications

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April 10, 2008

Posted: led

Dept: S.A/OPS

Date: 4/15/08

Time: 1:30

ATT: Docketing Dept.
S.C. Public Service Commission
P.O. Drawer 11649
Columbia, SC 29211

1998-49-C

RE: Quarterly Service Reports – 1st Quarter of 2008

Att: Docketing Dept.

In accordance with your letter dated June 26, 1995 and SCPSC R.103-618, SERVICE REPORTS, I am enclosing service reports for January, February, & March, 2008 submitted on behalf of Horry Telephone Cooperative, Inc. as follows:

- Trouble Reports per 100 Access Lines
- Customer Out of Service Trouble Clearing Time
- Held Applications/Availability of Service

If you have any questions regarding these reports, please give me a call.

Very truly yours,

Mike Hagg
Chief Executive- Plant Operations

/mm

Enclosures (as stated herein)

HTC COMMUNICATIONS, INC.

Post Office Box 1820 / Conway, South Carolina 29528-1820 / (843) 365-2151 / FAX: (843) 365-1111 / INTERNET: www.htcinc.net

HTC Communications Held Applications/Availability of Service												
Exchange	JANUARY 2008				FEBRUARY 2008				MARCH 2008			
	OVER 30				OVER 30				OVER 30			
	Days New Service	Access Lines	% Svc Ord Complete w/in 5Dys	Percent Commit Met	Days New Service	Access Lines	% Svc Ord Complete w/in 5Dys	Percent Commit Met	Days New Service	Access Lines	% Svc Ord Complete w/in 5Dys	Percent Commit Met
Conway	19	1885	87.50	100.00	19	1854	*84.90	100.00	19	1817	100.00	100.00
N Myrtle Beach	9	883	87.50	87.50	15	882	*83.33	86.66	10	875	100.00	100.00
Myrtle Beach	45	3463	*71.17	86.03	28	3552	92.69	94.94	29	3583	*73.41	81.01
Pawleys Island	81	596	100.00	100.00	83	580	100.00	100.00	83	575	100.00	100.00
Georgetown	1	464	100.00	100.00	1	483	100.00	100.00	1	488	100.00	100.00
Totals:	155	7291	76.63	88.78	146	7351	90.84	95.42	142	7338	84.09	88.63

*Below 85% completed within (5) working days due to additional coordination efforts with the incumbent phone company.


Percent of Troubles Cleared Within 24 Hours - CLEC
January 2008

Exchange	Number Troubles	# Cleared in 24 Hr	% Cleared in 24 Hr
CONWAY CLEC	46	45	97.83 %
GEORGETOWN	5	5	100.00 %
MYRTLE BEACH CLEC	19	19	100.00 %
NORTH MYRTLE BEACH	2	2	100.00 %
PAWLEYS ISLAND	6	6	100.00 %
Totals:	78	77	98.72 %

February 2008

Exchange	Number Troubles	# Cleared in 24 Hr	% Cleared in 24 Hr
CONWAY CLEC	22	22	100.00 %
GEORGETOWN	12	12	100.00 %
MYRTLE BEACH CLEC	14	13	92.86 %
NORTH MYRTLE BEACH	3	3	100.00 %
PAWLEYS ISLAND	8	8	100.00 %
Total:	59	58	98.31 %

March 2008

Exchange	Number Troubles	# Cleared in 24 Hr	% Cleared in 24 Hr
CONWAY CLEC	44	44	100.00 %
GEORGETOWN	9	8	88.89 %
MYRTLE BEACH CLEC	7	6	85.71 %
NORTH MYRTLE BEACH	3	3	100.00 %
PAWLEYS ISLAND	15	14	93.33 %
Total:	78	75	96.15 %

1 Quarter 2008

Exchange	Number Troubles	# Cleared in 24 Hr	% Cleared in 24 Hr
CONWAY CLEC	112	111	99.11 %
GEORGETOWN	26	25	96.15 %
MYRTLE BEACH CLEC	40	38	95.00 %
NORTH MYRTLE BEACH	8	8	100.00 %
PAWLEYS ISLAND	29	28	96.55 %
Total:	215	210	97.67 %



PSC - Quarterly Trouble Rates CLEC

1 Quarter 2008

January

IR Area	# Troubles	# Access Lines	Trouble Rate
CONWAY CLEC	46	1885	2.44
GEORGETOWN	5	464	1.08
MYRTLE BEACH C	19	3463	0.55
NORTH MYRTLE E	2	883	0.23
PAWLEYS ISLAND	6	596	1.01
Total:	78	7291	1.07

February

IR Area	# Troubles	# Access Lines	Trouble Rate
CONWAY CLEC	22	1854	1.19
GEORGETOWN	12	483	2.48
MYRTLE BEACH C	14	3552	0.39
NORTH MYRTLE E	3	882	0.34
PAWLEYS ISLAND	8	580	1.38
Total:	59	7351	0.80

March

IR Area	# Troubles	# Access Lines	Trouble Rate
CONWAY CLEC	44	1817	2.42
GEORGETOWN	9	488	1.84
MYRTLE BEACH C	7	3583	0.20
NORTH MYRTLE E	3	875	0.34
PAWLEYS ISLAND	16	575	2.78
Total:	79	7338	1.08

1 Quarter 2008

IR Area	# Troubles	# Access Lines	Trouble Rate
CONWAY CLEC	112	1817	6.16
GEORGETOWN	26	488	5.33
MYRTLE BEACH C	40	3583	1.12
NORTH MYRTLE E	8	875	0.91
PAWLEYS ISLAND	30	575	5.22
Total:	216	7338	2.94